



County of San Bernardino My Health Matters! Frequently Asked Questions

Total Health Assessment Program

Q. What is the total health assessment?

- A.** The total health assessment, or HealthMedia® Succeed™, can help you understand how your behaviors affect your health by asking you a series of questions about yourself and the way you live. Once you answer all of the questions on the questionnaire, the program will use your answers to create a one-of-a-kind health improvement plan made just for you.

Note: Before you submit your program, you must agree that HealthMedia, Inc., can send your name, address, date of birth, and other enrollment information necessary for issuing a reward to Kaiser Permanente and to a rewards administrator, if applicable.

Q. What if I completed the total health assessment questionnaire before I was offered a reward for doing so?

- A.** You cannot earn the total health assessment reward retroactively. If you completed the questionnaire before your rewards program became effective, you must wait 12 months from the time the questionnaire was completed and take the total health assessment again to earn the total health assessment reward.

For example: If you completed a total health assessment in February 2008, you must wait until March 2009 to take the total health assessment again to earn the total health assessment reward.

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Healthy Lifestyle Programs

Q. What are the healthy lifestyle programs?

A. Healthy lifestyle programs are personalized programs brought to you by HealthMedia, Inc., to help you achieve your own personal health goals. The programs can help you with the following goals:

- Take a total health assessment with HealthMedia® Succeed™.
- Lose weight with HealthMedia® Balance™.
- Eat healthy with HealthMedia® Nourish™.
- Quit smoking with HealthMedia® Breathe™.
- Reduce stress with HealthMedia® Relax™.
- Manage chronic conditions with HealthMedia® Care™ for Your Health.
- Manage pain with HealthMedia® Care™ for Pain.
- Manage diabetes with HealthMedia® Care™ for Diabetes.
- Manage depression symptoms with HealthMedia® Overcoming™ Depression.
- Explore ways to sleep better with HealthMedia® Overcoming™ Insomnia.
- Reduce back pain and risk of back injury with HealthMedia® Care™ for your Back.

Q. How do I access the healthy lifestyles programs?

A. The healthy lifestyles programs are only available online. If you're a Kaiser Permanente member, you must have activated your kaiserpermanente.org account. If you're a non-Kaiser Permanente member, you cannot create a kaiserpermanente.org and cannot access these programs.

Note: Before you submit your program, you must agree that HealthMedia, Inc., can send your name, address, date of birth, and other enrollment information necessary for issuing a reward to Kaiser Permanente and to a rewards administrator, if applicable.

Q. How many healthy lifestyles programs can I take?

A. Members have access to all of the healthy lifestyles programs, but you can only receive rewards for the programs offered by your employer. The County of San Bernardino is offering a \$50 reward for completing the total health assessment, *Succeed*.

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Q. Must I complete the total health assessment through HealthMedia® Succeed™ before I complete another healthy lifestyles program?

A. No, but it might be helpful to complete the total health assessment first because it can help direct you to services available through the healthy lifestyles programs and help you choose which program you'd like to try.

Points and rewards

Q. What are the rules and procedures for the rewards program?

A. Points can be redeemed for gift cards or merchandise (where available), chosen from a list of national retailers. One point equals \$1 in reward card value.

Points Value

Points have no cash value and cannot be exchanged for cash. Points have no value apart from the value for redemption. One point equals \$1 in reward card or merchandise value.

Transferability

Points cannot be transferred between participant accounts, but you may choose to send a gift using your rewards. This option is available when you choose your shipping address.

Redemptions

Redemptions can be successfully processed only if you have enough points indicated for the item(s) selected.

Shipping

All redemptions for gift cards are delivered by standard first class mail.



Program duration and changes to rules

Our incentive program provider, IncentOne, reserves the right at any time to withdraw this program or to modify, amend, or supplement these rules, at its sole discretion.

Limits of liability

IncentOne shall bear no responsibility whatsoever for injuries, losses, or damages of any kind that result from acceptance, possession, and/or use of any item redeemed.

Q. How are the rewards paid?

A. You can earn points that you can redeem for reward cards or for merchandise offered by popular national retailers.

- You will earn points for each program activity you complete. You can participate in whatever program your employer offers. One point is equivalent to one dollar. You can redeem your points for reward cards, choosing from a variety of retail cards.
- To track and redeem your points, sign on to the IncentOne. Select the "Rewards" tab, and follow the step-by-step instructions.
- IncentOne will process your request and mail your reward card to you.

Q. Who issues the reward cards?

A. IncentOne is Kaiser Permanente's rewards program partner. IncentOne delivers reward cards by standard first class mail. If merchandise rewards are available to you, the retailer will ship your selected merchandise to you directly.

Q. What type of gift cards are available?

A. With several of the nation's leading retailers to choose from, you're sure to find one that's right for you. Some retailers also offer merchandise.



Q. Does the reward card serve as a Kaiser Permanente identification card?

A. No, the reward card is not a Kaiser Permanente identification card and cannot be used for identification purposes. To identify yourself to receive services and prescriptions at any Kaiser Permanente facility, you need to present your Kaiser Permanente identification card.

Q. Do reward cards expire? If so, when?

A. Expiration dates vary by card. Check the expiration details provided for retailers on the IncentOne rewards site before you select your card. Gift cards are subject to the terms and conditions (policies, redemptions, and expiration dates) established by the issuing retailer and are subject to change. Certain retailers or denominations may not be available.

Q. Are there any tax implications from receiving rewards?

A. Your rewards may be taxable. If you earn rewards, you are responsible for any taxes. For more information about potential taxes associated with rewards, please consult your tax professional.

Q. How often can I take the programs and earn rewards?

A. You can earn rewards as described below:

- You can take and earn rewards (if available) for completing your total health assessment once every 12 months.

Q. Are Medicare members, both Kaiser Permanente Senior Advantage and Cost members, eligible for the rewards programs?

A. No. Medicare marketing rules prohibit health plans from giving "cash or cash equivalents" to Medicare members, including Kaiser Permanente Senior Advantage and Cost members. This rule applies regardless of whether Medicare coverage is primary or secondary.



Privacy

Q. Will my employer know if I have activated a kaiserpermanente.org account?

A. No. Your employer will not know you have activated a kaiserpermanente.org account. You can activate a kaiserpermanente.org account only if you are a Kaiser Permanente member.

Q. Will Kaiser Permanente or my employer know if I have taken a total health assessment?

A. Your employer will not know if you take a total health assessment. Kaiser Permanente will know if you have taken a total health assessment only for the purpose of administering your reward. The personal health information from your assessment will not be shared with Kaiser Permanente health plan or your employer. If you choose, you may download your results to your electronic medical record, which will make them available to your Kaiser Permanente health care providers.

Q. Will Kaiser Permanente or my employer know which healthy lifestyles programs I participate in?

A. No, your employer will not know which healthy lifestyles programs you take. Kaiser Permanente will know if you have taken a total health assessment only for the purpose of administering your reward. If you wish, you may add the results of your total health assessment to your electronic medical record.

Q. Why would I share the results of my total health assessment with my Kaiser Permanente doctor?

A. When you complete your total health assessment, you will be asked if you want the results downloaded to your electronic medical record so your Kaiser Permanente doctors may view it. We offer you this option because we believe that your personal physician can provide better health care when he or she knows you better. You can use your results to help you discuss your health and any lifestyle changes you're thinking of making with your doctor.

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